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ABSTRACT

Provided are guidelines for regional librarians in assessing their programs in relation to the expectations of the Library of Congress, Division for the Blind and Physically Handicapped. The general philosophy of Division services, history and evaluation of the program, and objectives of the guidelines are included in the introduction. Guidelines are given for the structure and planning of the program; the provision of effective services such as circulation, reference, public education, and volunteers; the selection, organization, and dissemination of materials; the number and level of personnel needed; and the location and organization of physical facilities. (MH)

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GUIDELINES FOR REGIONAL LIBRARIES

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

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GUIDELINES FOR REGIONAL LIBRARIES

1. Introduction

1.1 Legal Base

The Division for the Blind and Physically Handicapped of the Library of Congress, operating under Public Law 89-522, has specific responsibility for the provision of books published either in raised characters, on sound-reproduction recordings or in any other form, as well as for the purchase, maintenance, and replacement of reproducers for such sound-reproduction recordings for the use of the blind and for other physically handicapped residents of the United States, including the several States, territories, insular possessions, and the District of Columbia. In the provision of such services, the Librarian of Congress may contract or otherwise arrange with such public or other nonprofit libraries, agencies, or organizations as he may deem appropriate.

1.2 General Philosophy

Reading occupies a significant place in our lives today. Reading for educational, vocational, informational, and recreational purposes begins in the early years of life, when a parent reads to his child, and continues through the senior citizen years. In a complex, rapidly changing environment, our understanding of the present, its relationship to the past, and what the future may hold, can be enriched through the use of books, magazines, and a variety of other information and media resources. The principal organization committed to the acquisition, arrangement, and dissemination of this material and information is the public library.

The needs of the blind and handicapped reader are no different from those of other citizens. Differences may exist in the kinds of media and in the methods used for dissemination, but the range of subjects covered and the uses to which the material is put are the same.

It is upon this premise that services for the blind and handicapped were established and have developed over the years.

of network participants in size, structure, and administrative setting would make a document emphasizing quantitative factors and extensive detail of a "how-to" nature impractical and often totally misleading. It is expected that the administrator, knowing the unique requirements of his service area, will develop with the assistance of DBPH consultants the most appropriate measures to meet the needs of his patrons.

1.5 Need

Library services to the blind and physically handicapped have been provided through the Library of Congress since 1931. During this period, the nature, scope, and audience for services provided has increased substantially, as has the network of libraries providing the service. The unique structure of this network, whereby the division provides such services as material, equipment, support, backup, consultation, publications, and research and development efforts, while direct services to readers, supplemental programs, staff, quarters, and other support are provided and budgeted for on the local level, makes a document which can aid in providing a quality service imperative. While this document is not contractual in nature, and hence point-by-point enforcement not envisioned, the overall programs and recommendations discussed herein are thought to be essential for immediate, short range, or long range implementation.

A portion of the material in this document is found spelled out in greater detail in the division's Manual for Regional Librarians, which is designed to provide the procedures and information essential in the performance of day-to-day operations.

1.6 Audience

These guidelines are written primarily for the use of regional librarians in assessing their current program in relation to division expectations, and identifying areas appropriate for short or long range implementation. They will also prove useful to those working in areas related to this program for information, guidance, and planning purposes.

1.7 Methodology

The original draft of this document was prepared by division

1.3 Historical Background and Evaluation of the Program

Early programs, provided mostly by the public libraries of major cities, were limited to the blind, and consisted almost exclusively of small collections of books in various embossed forms, including New York Point, Moon, and braille.

It was not until 1931, with the passage of the Pratt-Smoot Bill, that a nationwide program, coordinated by the Library of Congress, came into existence. Originally limited to the adult blind, eligibility was broadened in 1952 to include blind children, and again in 1966 to include the physically handicapped who were unable to use the conventional book. The variety of the media utilized likewise expanded as the program evolved. Starting with braille, the program soon added discs, followed by tape--first open reel, then cassette. A small number of titles in other forms such as jumbo braille, PRINT/BRAILLE, and book/record combinations were included.

The concept of a decentralized service pattern was incorporated in the original law when it was realized that service to the entire country from one central source, namely the Library of Congress in Washington, D.C., would not be desirable. To shorten the distance between library and patron, authorization was included in the legislation for the Library of Congress to arrange with regional centers to serve specific geographic areas. Initially, 18 regional libraries were designated, and the pattern proved so successful that, by 1976, their number had risen to 56. The designation of subregional libraries, serving a city, county, or other subsection of the regional library's jurisdiction, has brought service nearer the doorstep of local users.

As the network continues to grow and readership increases, demand for backup service to the regional libraries is expanding, and the nature of the services demanded is growing more complex. To increase the efficiency of backup services formerly provided by the division, intermediate points--the multistate centers--have been established to serve specific regions.

1.4 Objective of the Guidelines

The objective of this document is to provide a guide for the planning, implementation, and evaluation of library services to the blind and physically handicapped. The diversity

staff after extensive discussions and a survey of existing literature. It was then circulated to the network of regional and subregional libraries, machine-lending agencies, state libraries, and related organizations where appropriate. The comments received were incorporated into the second draft, which was presented and discussed at the National Conference of Librarians for the Blind and Physically Handicapped in May 1976. Suggestions presented at this meeting were incorporated into the third and final draft, which was then forwarded to individual users and user groups for their review and input.

The final document therefore reflects information obtained from the existing literature, division staff, the network, and the user community.

1.8 Terminology

1.8.1 Braille Book Review (BBR)

A bimonthly publication of DBPH giving information on the braille and general program of the division and providing an annotated bibliography of mass-produced braille titles released during that two-month period.

1.8.2 Calendar Circulating System

A method of circulation whereby material is sent out to readers at certain specified times--i.e., once a week, twice a month, etc.

1.8.3 Deposit Collection

A collection of material and the equipment upon which to play it, which is furnished by a regional library to an institution having a large number of eligible users, such as nursing homes, convalescent centers, or hospitals.

1.8.4 In-WATS Telephone Service

A designated 800 telephone number assigned to the library which permits an individual to call at no cost to him.

1.8.5 Limited Production Material

Items produced or procured by the division in braille, disc, or tape in a small number of copies and made available to the network through interlibrary loan.

1.8.6 Machine-Lending Agency

An organization which is designated by the division to receive, issue, and control the inventory of specially designed record players, cassette machines, and accessories essential in the provision of service. These agencies may be one with the regional library or may be separate.

1.8.7 Mass-Produced Material

Those items selected by the division to be transcribed into braille, cassette, or disc, and duplicated in sufficient quantity to be distributed to all, or the great majority of, network libraries.

1.8.8 Multistate Center

An agency operating under a contractual agreement with the division to provide backup and coordinating services with the libraries in an assigned portion of the country.

1.8.9 Network

The agencies cooperating in the provision of library services to the blind

and physically handicapped throughout the country. Included are regional and subregional libraries, machine-lending agencies, and multistate centers.

1.8.10 Regional Librarian

The administrative head of a regional library.

1.8.11 Regional Library

A library designated by the division to provide library services to the residents of a specific geographic area, most often a state.

1.8.12 Subregional Library

A library designated by a regional library, with the approval of the division, to provide service to the residents of a specified area of the regional's total jurisdiction.

1.8.13 Talking Book Topics (TBT)

A bimonthly publication of DBPH giving information on the general and recorded program of the division and providing an annotated listing of mass-produced disc and cassette titles released during that two-month period.

1.8.14 Thermoform

A heat-vacuum procedure for duplicating pages of braille.

1.8.15 "Turnaround" Circulation System

A method of circulation whereby a book is sent out when another item is returned.

2. GUIDELINES FOR REGIONAL LIBRARIES FOR THE THE BLIND AND PHYSICALLY HANDICAPPED

2.1 Structure and Planning

2.1.1 Administrative Setting

The regional library should be in an agency responsive to the needs of blind and physically handicapped library users. The agency housing the library should be familiar with general library programs and services and tie in to these as appropriate.

2.1.2 Advisory Committee

Guidance and input from consumer groups, reader groups, and related agencies, as well as from individual users, is essential. An advisory committee composed of a representative group of users and members of related organizations should be established and used actively in the formulation of policy and planning. Regular meetings are necessary.

2.1.3 Goals and Objectives

The regional library must establish goals and objectives to be used in formulating a long-range plan. This plan should incorporate information from the Library of Congress, current trends in the field, and related state programs. Annual review is essential: progress toward achieving the goals should be judged, and the plan reevaluated and revised in the light of new and updated information.

2.2 Services

2.2.1 The Community

As is true with other library services, an effective program for the blind and handicapped is one that is geared to the needs and activities of the community and its members.

A. A survey should be made in the community of current users and eligible nonusers. One study would be aimed at evaluating effectiveness of service in meeting current user needs; another, to determining what service might be instituted to make the program relevant.

B. Many community organizations perform functions which parallel the regional library program: they administer programs of a similar nature (reading), or involve the same individual (special schools, nursing homes and hospitals). In order to refer coordinated activities to the appropriate agency for the services needed, the regional library should be thoroughly familiar with these organizations.

C. Staff of the regional library should maintain liaison with and, where appropriate, become active members or officers of community organizations.

D. Most communities offer services through public, university, special, and school libraries. The regional librarian must be thoroughly familiar with these libraries in order to refer patrons to the library that is best able to meet their particular needs.

E. The regional librarian should take whatever steps are necessary to assure that in addition to knowing other library resources in the area, that these other organizations are fully cognizant of the program and offerings of the regional library.

2.2.2 Circulation

Whatever specific circulation system is employed, it must be capabale of responding in a timely manner to the needs of the user and exhausting all possible sources for the material required.

A. Circulation procedures should provide for:

a. Specific materials to be sent only when requested by the reader, in cases where such an arrangement has been specifically requested, and/or

b. Staff selections to be made and sent as need dictates either through a "turnaround" or "calendar system."

B. Interlibrary Loan

a. Requests from subregional libraries in the area should receive a timely and appropriate response.

b. Appropriate steps should be taken to obtain items requested by a patron. These steps include:

1) Canvassing the subregional library network to ascertain whether an available copy exists within the state.

2) Establishing a formal reserve system to assure that the patron will receive the item as soon as it becomes available.

3) Forwarding requests to the appropriate backup library for the regional--i.e., a multistate center or DBPH.

2.2.3 Reference

A. The regional librarian should know the library facilities in the area and be able to refer patrons to the appropriate library for answers to general questions.

B. An in-depth print reference collection concentrating on the areas of blindness and physical handicaps should be developed. The depth and scope of this collection will be dependent upon whether the regional library is part of a larger unit where the collection is shared, or whether the regional library will be required to develop its own independent collection. This reference collection should provide:

1) Information and material as needed by the blind and physically handicapped of the service area, as well as agency personnel and educators.

2) Support for the subregional library system of the area.

3) Referral to DBPH of inquiries unanswered at the regional library level.

2.2.4 Readers Advisory Service

Since the program is basically a

reading program, the regional librarian must develop methods for assuring that effective service is provided for patrons.

A. The regional library should help patrons to obtain the material they desire by preparing and distributing annotated bibliographies in the format required.

B. Locally produced material recently acquired or related to specific subjects should be announced in regional library newsletters and other releases, and distributed to all registered borrowers.

C. Close cooperation and coordination with the subregional, institutional, and public libraries of the area is essential. The regional librarian should assist in providing advisory service for readers through such programs as book talks and discussion groups, lectures, story hours, special subject programs, and reading improvement programs.

D. Catalogs of holdings in other major agencies such as Recording for the Blind, American Printing House for the Blind, and Jewish Braille Institute of America, should be maintained at the library and checked for the existence of an item prior to forwarding the request to DBPH.

2.2.5 Public Education Program

Providing a facility, collection, and staff for the program is not sufficient. The library must actively participate in public education activities to ensure maximum exposure. The development of professionally designed and produced brochures and media presentations will

prove invaluable in pursuing the goal of reaching three basic groups—eligible borrowers, professional groups and organizations, and friends and relatives of eligible users. Personal visits by regional or subregional staff to members of these three groups should be encouraged.

A. The regional librarian must identify groups and organizations to which he can speak in his geographic area (e.g., professional library organizations, friends of the library groups, volunteers and professionals working in hospital and institutional settings, schools and universities, Governor's and Community Committees on Employment of the Handicapped, State Rehabilitation Associations, and organizations made up of handicapped people.)

B. The regional library should avail itself of all opportunities for publicizing the program through the media. Articles on the program in newspapers, human interest stories, radio and television interviews, and public service spots are only a few ways of gaining publicity.

C. Exhibits and displays should be set up, where possible, at meetings and conferences. Demonstration collections in public libraries, schools, or other appropriate institutions are encouraged.

D. The library should maintain active liaison with appropriate related institutions, including nursing homes, organizations for blind and handicapped, hospitals, and educational groups.

2.2.6 Lowering Service Barriers

The regional librarian must continually

strive to ensure that the individual patron is getting the type of service he requires. Personalization of the program and dedication to library service for the blind and physically handicapped are essential in achieving this goal.

A. The regional library should design, develop, and produce applications for service geared to local needs. All such applications must receive approval from the division prior to use. Where appropriate, standard forms should be developed.

B. Through close cooperation with the local libraries in the area, and education of the staff of the local units regarding the services they could and should supply, patrons should be encouraged to use their local facilities wherever possible for services which are as appropriate to them as they are to the non-handicapped.

C. Close and frequent contact with the library's patrons is essential in assuring effective library services.

1) The regional library must be able to communicate with its patrons, as required, contacting them when problems arise and making regular checks to assure patron satisfaction with the program.

2) The reader must be able to contact the regional library by telephone when he so desires. This should be at no charge to the reader, either through the use of In-WATS or unlimited acceptance of collect calls.

3) The regional library must be able to communicate with patrons in the most appropriate medium for that individual. In the case of braille, this may be accomplished by having a certified braillist, by coordinating with an agency staffed with braillists, or by using volunteers.

4) The regional library should budget for and allocate time to visiting individuals and institutions to assure that problems are handled expeditiously and that everyone concerned has a clear idea of the service program.

2.2.7 Registration and Recordkeeping

Registration of readers should be carried out as rapidly and efficiently as possible. In all cases, a response should be given within three working days. The reader's impression of the service will be formed during this initial service phase.

A. Applications should be reviewed immediately upon receipt to ascertain eligibility. If further information is required, it should be obtained by contacting the individual or the certifying authority. If a question of eligibility arises that cannot be resolved at the regional level, the matter should immediately be referred to the division, which has the final responsibility for determining eligibility.

B. Upon receipt of an approved application, a reader's record shall be prepared. Included will be a reader's profile sheet listing as much

pertinent information about the patron as can reasonably and legally be obtained and a sheet with numbers corresponding to the book numbers (RD, RC, BR, etc.) or other appropriate form on which a record of books delivered can be marked. This is essential if duplication of titles is to be avoided. The record should be assigned to a specific reader advisor. Subscriptions to Talking Book Topics and Braille Book Review will be entered where appropriate.

C. Appropriate equipment should be issued, and the necessary forms completed and forwarded following established procedures. Whenever possible, the machine should be hand delivered and demonstrated in the reader's home. Simultaneously, a detailed explanation of the program should be given. Where personal delivery is not possible, each new patron should receive a telephone call covering the above information.

D. The new reader should be sent a package of materials containing the latest catalogs, issues of TBT and BBR, as necessary, a welcoming letter giving pertinent information, and, if additional information is needed, a reader profile questionnaire. A member of the regional library or, where appropriate, the subregional library staff should call the newly registered patron, welcome him to the program, and explain it and answer his questions.

E. Several items in the medium requested should be sent immediately. If the patron has sent a request list with the application, specific title requests should be honored. If not, the reader's

advisor should use his discretion, realizing the needs of each reader as an individual and taking into account the information already available.

F. The system must be designed to assure that changes of address and transfers are processed promptly. When an individual is moving to another service area, the proper LC forms should be used.

G. When equipment is exchanged, care must be taken to minimize inconvenience to the patron, and to observe DBPH guidelines for repair and exchange.

2.2.8 Statistics and Data-Gathering

Statistics can provide the data essential in the formulation of a broad range of program-planning and implementation decisions for both the state and the national systems. Statistics should be gathered with a clear purpose and objective in mind. The regional library must be thoroughly familiar with the statistics required by the various organizations involved, including DBPH, the library's administration (parent organization), and the library itself. Accuracy and consistency are essential in gathering and compiling the statistics to be reported to DBPH in accordance with deadlines set.

2.2.9 Volunteers

The role of the volunteer in services to the blind and handicapped is critical, and the possibilities are vast. Because of their direct contact with patrons, careful selection and training are vital. Volunteers can be utilized for the

following activities:

A. Brailling and taping. This area has been heavily tapped at the regional and national levels. Thanks to the volunteers, the number of titles available is far greater than it would be if limited to mass-produced items. Many libraries have used volunteers to develop their collections of materials of local and regional interest. Essential, too, is the utilization of, or at least the identification of, volunteers to meet the individual needs of library patrons, such as reading an article in a periodical for the general reader to transcribing an entire text for a student or professional.

B. In-house activities. This may include reading assistance to blind and visually handicapped staff members, performance of clerical tasks, maintenance and repair of equipment, tape duplication, and telephone contact with readers.

C. Outreach and community service. The possibilities in these areas are limited only by the creativity and imagination of the librarian and the volunteer. Several possibilities are: delivery of materials to individuals, allotting time to talk with the patron about books he has read, his reading taste and desire; implementing programs for groups, either at a library or in an institution; forming book discussion groups; and offering patrons transportation to and from the library.

2.3 Materials

Among the basic commodities with which the library deals are books and periodicals. Whether in print or in another medium, the library must select, arrange, and disseminate the material or the information contained therein.

The recorded media in which DBPH produces a large portion of titles are such that the proper equipment must be issued and maintained if their message is to reach the patron. Without the talking-book or cassette machine, there is no book.

2.3.1 Collection

In developing the collection, care must be taken to provide a collection adequate to meet the needs of the library's readership. It is imperative that written collection development plans be developed with this goal in mind. Material is acquired through a number of different sources.

A. From DBPH. This includes the basic mass-produced collection in recorded form and braille. In addition, copies of limited production items may be requested from DBPH and multistate centers and added to the regional's collection.

B. Volunteers should be utilized to record and braille material, both as requested by patrons and as needed in the development of a collection of local or regional interest. For all such material, copyright clearance must be obtained. Requests should be sent to the division for clearance, except in the case of textbooks or material to be done on a one-to-one basis.

C. Commercially produced materials should be purchased as needed to augment the library's collection. It is the division's general policy not to make such materials a part of its program.

D. Materials produced by related organizations and deemed appropriate for the regional library's collection should be acquired.

E. Donations from a variety of sources should be considered and accepted if they meet the standards for quality and are consistent with the criteria in the local collection development plan.

2.3.2 Organization

Library materials should be so organized and controlled that their effective use is enhanced. The system of organization should be designed with an eye to the type of service required and considerations of orderly location, ease of access, and the nature, use, and permanence of the material. In closed stack areas where browsing is not possible, a numerical arrangement by acquisition number may be desirable to save space and expedite retrieval. Where browsing is permitted, arrangement by subject or Dewey number is encouraged, and all material should be labeled in braille to permit independent browsing by the blind.

2.3.3 Weeding

Weeding is as essential in the regional library as it is in any other library setting. Little used, outdated, or damaged items should be disposed of, following the excess and redistribution procedures established by DBPH.

2.3.4 Equipment

With a view to providing total service, the regional library should function as a machine-lending agency, coordinating services for the reader and minimizing the confusion that might arise from the user's having to deal with different agencies for different services.

A. A sufficient stock of equipment should be maintained to keep pace with reader demand.

B. All provisions of the "Lending Agency Service Agreement for Sound Reproducers and Other Reading Equipment" must be adhered to.

C. Where a network of subregional libraries exists within the state, sub-lending agencies should be established. This type of network offers much more personalized attention at the level where the initial contact is made.

2.4 Personnel

The number and levels of staff at the regional library should be adequate to maintain a consistently efficient level of service, to develop and extend services, and to answer service-related reader queries.

The staff chosen must satisfy the requirements of their position in terms of training and personality. Progressive personnel practices must be pursued, with all appointments and promotions being based on an evaluation of individual capabilities without regard to sex, race, national origin, political association, religious beliefs, marital status, sexual preference, or handicapping condition.

2.4.1 Personnel Policies and Procedures

These should be so defined as to provide proper channels of communication within the library.

A. Two-way communication between the administration and staff member must be maintained.

B. Personnel policies and practices must be put in writing and circulated among all staff members. They should be

periodically reviewed.

C. Supervisors should be trained in the effective implementation of personnel policies, with particular emphasis on consistency.

2.4.2 Position Classification

For each position in the regional library, a position description should be developed and shared with the staff member concerned; it is imperative that he have a clear understanding of what is expected of him. For the regional library as a whole, an organizational chart showing the functions of each unit and its place in the organization should be prepared.

2.4.3 Levels

A. The head of the regional library should be a professional librarian, supported by as many assistant professional librarians as are required to carry out the functions of the program. Responsibilities of the librarian(s) include planning and management, interpretation of rules and procedures, analysis of library problems and the formulation of creative solutions, training and evaluation of staff, development and coordination of volunteers, collection development, reference, student services, etc.

B. Reader advisors

The exact category for those performing this function will vary from library to library. A review of the functions performed by the advisor as indicated here should aid in determining the most appropriate category within the particular organization. Responsibilities include

selection of material to be sent to readers, maintenance of reader files, and regular and ongoing communication, either face-to-face, or on the telephone, or through written correspondence. A familiarity with books and library procedures, and the ability to deal effectively and pleasantly with the public, are essential for this position.

C. A library technical assistant to perform such tasks as ordering, assistance in weeding, filing catalog cards, checking bibliographies, processing, and compiling and maintaining statistics.

D. A tape technician with training in equipment maintenance, minor repairs, and the techniques involved in recording and duplicating material.

E. Clerks for typing, duplicating, filing, alphabetizing, receiving and placing telephone calls, and opening and routing mail.

F. Stock clerks to shelve and retrieve material and to inspect each and every cassette book returned to assure that cassettes are in good condition, rewound, and in proper sequence.

G. Where appropriate, a thermoform machine operator to duplicate copies of braille material.

2.4.4 Training and Instruction

1. There should a planned, formal orientation period for all new employees.

2. In-service training should be provided. Meetings of the professional staff and reader advisors are particularly useful forums for the exchange of information on reader services and discussion of recently acquired titles.

3. Money should be allocated and plans made to send each new professional employee having completed six months on the job to participate in the DBPH three-day orientation program, and where appropriate in the multistate center's orientation program.

4. Provision of staff to train and consult subregional library staff is also essential. This should include regularly scheduled visits and area-wide meetings.

2.4.5 Professional Involvement

Appropriate personnel should be active in local, state, and national organizations.

2.5 Physical Facilities

The location and organization of the physical facility play an important role in determining the scope of activities and the effective implementation of the program. In considering the facilities required, the administrative structure for subregionalization or centralization is crucial.

All buildings should be accessible to the handicapped. A number of publications treat this subject, for example: American National Standards Institute, Inc., Specifications for Making Buildings and Facilities Accessible to, and Usable by, the Physically Handicapped, ANSI A 117.1 - 1961 (R1971).

Phyllis L. Tica and Julius A. Shaw, Barrier Free Design; Accessibility for the Handicapped (1974), Center for Advanced Study in Education, City University of New York, 1411 Broadway, New York, New York 10018.

Where discretion in site selection and organization of the facility are possible, this section should prove valuable. Where the site is already established, this section should prove useful in planning for maximum utilization of the facility.

2.5.1 Site Selection

A. Making the regional library part of a larger library unit:

a. Encourages the entire family to use the library simultaneously;

b. Permits the sharing of appropriate personnel;

c. Provides ready access to reference materials and other relevant information.

B. The regional library should be as close as possible to the population center. While most regional libraries serve broad geographic areas, their location in a major metropolitan area, near public transportation, and in a facility readily accessible to the handicapped, will maximize the number of readers who can visit the facility. In addition to enabling the patron to come to the library, select titles on his own, and discuss his service needs, a variety of programs is possible.

2.5.2 The Interior

To work efficiently and provide the best possible service, a regional library should include:

A. A continously staffed and properly furnished reception area.

B. A reading room, located preferably near the reception area and stocked with catalogs and brochures, books and magazines

on disc, cassette, and in braille, several tables with talking-book and cassette machines equipped with earphones for private listening, and low vision aids for the use of the visually handicapped.

C. A work area for clerical staff, reader advisors, and librarians, with adequate space for desks and all appropriate reader files and records.

D. Private offices, as required, including rooms for meetings and conferences.

E. A tape duplicating and storage area, either enclosed or separated from the main work area, to minimize disturbance to others. Adequate space must be provided for tape duplicating units, and shelving for master tapes and raw stock. The space for the latter should be climate controlled to prevent tape damage.

F. A stack area with ample space to house the collection.

G. A loading dock accessible to postal trucks, for shipping and receiving. Sorting shelves or tables should also be incorporated in this area.

H. A storage area for supplies and equipment, including catalogs, brochures, and machines.

I. An area where Telephone Pioneers can set up equipment and perform repairs and routine maintenance.